

Hayathnagar, Hyderabad

# FATIMA REHANA

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[Rehanaf78@gmail.com](mailto:Rehanaf78@gmail.com) 

A highly organized and hard-working individual looking for a responsible position to gain practical experience. And secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company. I'm willing to make/adjust to any challenge that comes my way. Ability to implement effectively and on time.

## Soft Skills

- ✚ Outstanding oral and written communication skills
- ✚ Good Qualitative aptitude along with excellent grasping power and eagerness to learn.
- ✚ Extraordinary leadership and interpersonal skills necessary to foster a strong relationship with colleagues and students alike.
- ✚ Passion for learning.
- ✚ Problem Solving. ✚ Fast Learner
- ✚ Excellent organizational skills with a certain talent for prioritizing, multitasking, and time management.
- ✚ My passion for working in groups has increased my capability of teamwork and has helped me develop excellent coordination skills.
- ✚ Upbeat, compassionate, and resilient personality. ✚ Team player

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## Professional Experience



**Process Associate, Genpact (Client Google)**  
**Hyderabad.**

JUNE 2017 – OCT 2018

- Developing metrics to measure process effectiveness.
- Analyzing production data to determine potential areas for improvement.

- Processed requests sent by customers in compliance to accuracy, turnaround time, and according to the requirements of DSS.
- Ability to multi-task, meet multiple deadlines, and maintain flexibility.
- Need to accomplish backend tasks within the given period/deadline.
- monitoring transactions, liaising with stakeholders, overseeing customer service, observing daily work activities, and providing solutions for various production issues.

## Novatta Technologies- Senior Sales Associate

APRIL 2021 - Present

- Recommend products based on customer needs
- Motivate customers to buy by describing the product uses and benefits
- Encourage customers to buy additional or higher-quality products, known as cross-selling and upselling
- Explain business policies, such as discounts, warranties, and return limits
- Assist customers with purchase completion

## Education

2016

- **B.E (CSE), ISL ENGINEERING COLLEGE, Hyderabad**

2012

- **Intermediate/ The Progress Junior College, Hyderabad**

## Technical Skills

- † Microsoft Office
- † E-mail management skills
- † Web presentation
- † C LANGUAGE
- † HTML
- † JAVA

✚ Video Conferencing ✚ C++

## Languages Known

✚ Professional English

✚ Urdu

✚ Hindi

✚ Telugu

## Personal details

✚ Nationality: Indian

✚ Date of birth: 25/08/1994

✚ Place of birth: Hyderabad

✚ Gender: Female

✚ Marital status: Married

✚ Religion: Muslim

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I look forward to any opportunity to discuss the position and what I can do for your company. I believe my vision and values align with your company and that I'd be a great fit for your organization. Thank you for your time in reviewing my resume.

-----It's not what you achieve, it's what you overcome ----- 3